

PGVCL

**PASCHIM GUJARAT VIJ COMPANY LIMITED
RAJKOT CITY CIRCLE OFFICE**

Laxminagar, Nana Mava Main Road, Rajkot-
360004.

CIN: U40102GJ2003SGC042908



(0281) 2365910-2365912



(0281) 2365531



serjc.pgvcI@gebmail.com

**Web
Site:**

www.pgvcI.com

TENDER NO.169 **TECHNICAL SPECIFICATION**

**E-Tender for the work of spot
monthly/bi-monthly billing at site for
approx. 0.87 lakh consumers under 5
nos. of sub-division of city division -2,
City Circle, Rajkot.**

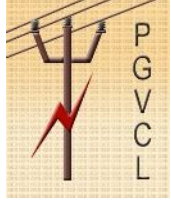




Signature of Tenderer

Company's Round Seal

Date:

Place:

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	 PASCHIM GUJARAT VIJ COMPANY LIMITED RAJKOT CITY CIRCLE OFFICE Laxminagar, Nana Mava Main Road, Rajkot-360004.	 (0281) 2365910-2365912
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CIN: U40102GJ2003SGC042908		

SCHEDULE 'B'

A. Technical Bid:

Technical Bid should contain in sealed cover:

1. QUALIFYING REQUIREMENT FROM BIDDER:

- I. The bidder should have an experience of such type of metering utility (Electrical/ Telecommunications/Gas/ Water meter reading work) with HHE billing work/PDA-Blue tooth Printer in any Government / Semi government / reputed private firm, for at least 50,000 consumers per month/ 1,00,000 consumers in bi-monthly billing (in a single financial year) for at least one year or more. The bidder has to produce the experience certificate of satisfactory completion of order from the firm along with copy of the work order. The experience certificate must be signed by the order issuing authority or one rank below the order issuing authority whose orders are enclosed with the tender as supporting evidence of successful completion of work. The bidder should not be black listed / ceased by any subsidiary company of G.U.V.N.L. and by any Government, semi Government.PSU.
- II. The bidder should have annual turnover of at least Rs.10.00 Lacs in a single financial year for past two consecutive years.

B. Price Bid:

The price bid should be compulsorily filled in on line only, technical bid covers (EMD+ tender fee cover, technical bid sealed cover) should be put in to main cover and is to be posted by RPAD/ Speed Post only. Late tender and conditional offer will be liable for rejection.

TERMS AND CONDITIONS:

The tender should thoroughly read all the following clauses before submitting their tender. The original copy of the commercial terms and conditions duly signed, stamped with company's seal must be submitted along with the bid.

1. PRICE EVALUATION:

No price preference shall be given on any account. All tenders will be evaluated on firm price end cost basis i.e .Including all taxes , as per prevailing GST and GST registration is must. unless otherwise mentioned in the tender documents. The parties however will have to give the detailed break-up of the end cost. If more than one party is to be considered for placement of order, they will have to match their end cost with L-1 end cost, which is technically acceptable. If PGVCL feels that there is a lack of serious competition or any other reasons, PGVCL may negotiate with the L-1 party or re-invite the tender. PGVCL's decision shall be final and binding on all the parties.

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2. VALIDITIES OF THE OFFERS:

The offer will have to be kept valid for a period of 120 days from the date of opening of the tenderer technical bids. In case of finalization of the tender is likely to be delayed, will be asked to extend the same without change in the prices or any terms and condition of the offer. In any change is made, original or during the extended validity period, the offer will be liable for out rejection without entering in to further correspondence in this regard and no reference will also be made.

3. PAYMENT TERMS:

Payment will be done on monthly basis. You will have to submit bill at the end of a month for work carried out during the month. Bill will be checked by Dy. Engineer of concerned sub-division processed for payment as per procedure of P.G.V.C. Ltd. Payment will be made within thirty days of receipt of the bill duly certified by Dy. Engineer concerned S/Dn. from concerned division office.

4. PENALTY:

1. Penalty will be charged for delay in billing Program as under:

(a) Any early/ delays beyond two days in billing program will be penalized.

(b) Penalty will be calculated based on assessment of the consumers for which billing is delayed beyond two days and calculated by formula as under:

$$\text{Penalty} = 0.001 \times \text{Delay in Days} \times \{\text{Assessment of the consumers affected}\}$$

As per example: If one consumer billing is delayed by five days and the assessment of the area consumers is about Rs. 4, 000/-, the penalty will be as under:

$$\begin{aligned} \text{Penalty} &= 0.001 \times 3 \text{ Days (Five Days – Two Days)} \times 4,000/- \\ &= \text{Rs. } 12/- \end{aligned}$$

Total actual Penalty or Rs.1000 whichever is higher, will be deducted.

For any abnormalities/issues in billing agency has to inform immediately in writing the reasons which may be responsible for Delay billing from either side, The concern SE and AO-R will take proper decision in the case of penalty with due justification for which records to be maintain.

2. In Delay billing penalty instead of area, consumer wise penalty to be charged.

3. Any irregularities observed in billing by your representative will be treated seriously.

All such incidences will be dealt as under:

- I. Any irregularities (Incorrect calculation billing / incorrect rate application not to serve the spot billing at the site etc.) observed in bills issued by a representative / employee will be treated seriously. In case of such irregularities, a token of Rs.100/- will be recover for each such bill where a need to issue a revised bill arises as per prevailing norms bills to be served regularly so as bimonthly bill should be served for +60Days and monthly bill should be served +30days..

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II. Any irregularities (Less billing / Bill prepared in lock or zero reading with out reaching to consumer destination or meter / bill not prepared at site/ bill is prepared in locked status / Zero unit without visit of the site etc.) observed in bills issued by a representative / employee will be treated seriously. In case of such irregularities if detected with proof by PGVCL staff, a token of Rs. 100/- will be recover for each such bill where a need to issue a revised bill arises or if such irregularity is more than 1% of the total consumer billed in the same month, the penalty will be liable to pay a lump sum amount of Rs.20,000/-, whichever is more. Either to bill a consumer from normal to faulty or from faulty to normal, it must be permitted/granted by Deputy Engineer of concern SDO. If such irregularities resulting in highest penalty is reported repeatedly for three months during the period of order, the work order is liable to be terminated and stop dealing notice by PGVCL may be issued for two years.

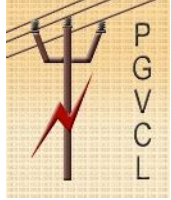




III. If any case is noticed by PGVCL of accumulation of energy consumption in meter, and in such case if the earlier bills are found less issued, then 5% in case of other than industrial category of consumers, and 1% in case of industrial category of consumers, of the total bill amount of accumulated consumption bill will be the penalty to the bidder.

IV. If any authorized representative / employee of agency is involved in conniving with the consumers / indulged in mal-practice of any kind, penalty of Rs. 3,00,000/- will be levied for each such case as a token of penalty. The above penalty is over and above the losses to the PGVCL if assessment is not paid by consumer, which is to be recovered from the concerned agency and legal action will be taken.

V. The person to be engaged /employed by the bidder for billing work should have knowledge of local language and having experience of carrying out the similar type billing work. Further it should be ensured that the person should not be involved in electricity theft in past. Such persons will have to be produced before the concerned Engineer-in-charge before engaging them and for approval of bio-data along with latest passport size color photograph in prescribed Performa of PGVCL.

(The Performa of bio-data is attached herewith as (“Annexure-B”) Approval of Engineer-In-charge would be compulsorily obtained before engaging/employing a person by the party for the billing work. The bio-data copy will be kept at concerned S/Dn of PGVCL as a record of employee. The frequent change of employee is to be avoided. The employee engaged by the bidder should always be with an official I-card issued by the bidder while on duty & should be attached on his/her shirt in such a way so that it is easily visible.

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- VI. During preparation of Energy bills in route code, if any new consumer is noticed without billing records of PGVCL; separate data is to be furnished immediately. If data is provided/not provided after 180 days from the connection release date, total bill amount will be recovered from the bidder.
- VII. All billing data collected through during preparation of energy bills in route code PDA/Blue Tooth Printer during the day will have to be transferred within 24 hours into PGVCL billing system on normal days. If there is a public holiday,.Rs.100/- will be penalized for per day delay.
- VIII. The supervisory login will be provided to agency and same to be supervise by the agency on regular interval as to ensure timely billing, Agency has to ensure updation of offline billing on same day. Abnormal offline billing will be attract penalty if not justify by agency at Rs.2/- per bill.
- IX. Additional device to be kept spare to avoid any delay due to devise shortage by damages or repairs.
- X. The bidder has to report the different types of observation reports as per Clause no.17 in technical specification to Sub-Division, Division falling in which Rs.1000/- will be penalized for each cycle.
- XI. Bidder has to adopt all the new terms and conditions for new pattern as decided by competent authority. Billing must be done trough GPRS based PDA and blue tooth for which No extra cost will be paid for upgration for hardware and software.

5. POST TENDER CORRESPONDANCE/ENQUIRIES:

Any correspondence or enquiry subsequent to opening of technical and commercial bids is not desirable, if the same is indulging in to, it will be considered for disqualifying the tender. The tenderer will be required to abstain from pursuing / canvassing the matter, directly or indirectly with any officer of PGVCL, as otherwise the same would also amount to disqualification of the tender.

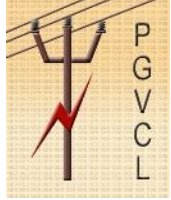



6. SECURITY DEPOSIT:

Security Deposit will have to be paid by successful bidder 5% (Five percent) of the total contract price within 7 days after receipt of LOA at City Circle Office, PGVCL, Rajkot The amount will be paid in cash / DD or bank guarantee. The bank guarantee of nationalized bank shall be valid up to 120 days after the completion of the entire contract work period.

7. IMMEDIATE IMPLEMENTATION OF TARIFF / DATA FORMATE :

Any changes in the bill, required by officer-in-charge of concerned sub

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division/Division/circle/corporate office, like Tariff/Tax/Duty/Fuel charge, detail format of consumer etc. should be done on priority basis, and on bidder cost. Delay in billing will be liable for penalty.

8.COMPLIANCE OF LAW:

The successful bidder will certify that he has complied with provision of industrial & labor Laws including PF Act; ESI Act etc. may be applicable. **Party must produce all relevant documents / records to be asked by PGVCL at any stage.**

09. VARIATION IN THE SCOPE OF WORK:

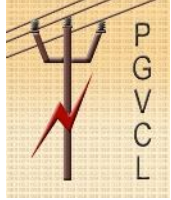





The scope of work can be increased or decreased by 25% during the execution or otherwise on the prorated basis by the Executive of Division-in-charge.

10. FORCE MAJEURE:

Force majeure means any circumstances beyond the human control including:

- (a) War and other hostilities, (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition or embargo.
- (b) Ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive nuclear assembly or nuclear components thereof.
- (c) Rebellion, revolution, insurrection, military or usurped power and civil war;
- (d) Riot, commotion or disorder, except where solely restricted to employees of the bidder.
- (e) Neither party shall be considered to be in default nor in breach of his obligation under the contract to the extent is that performance of such obligations prevented by any circumstances of force majeure that arise after the date of the notification of a ward.
- (f) If either party considers that any circumstances of force Majeure have occurred which may affect performance of his obligations he shall promptly notify the other party.
- (g) Upon the occurrence of any circumstances of force Majeure the bidder shall endeavor to continue to perform his obligations under the contract so far as reasonably practicable. The bidder shall notify the Engineer-In-Charge of the steps he proposes to take, including any reasonable alternative means for performance, which is not prevented by force Majeure. The bidder shall not take any such steps unless directed to do so by the Engineer-In-Charge.
- (h) If circumstances of force Majeure have occurred and shall continue for a period of 180 days, notwithstanding, the bidder may be reason thereof, having granted an extension of time for completion of the works, either party shall be entitled to serve upon the other, 30 days notice to terminate the contract. If at the expiry of the period of 30 days force Majeure shall still continue, the contract shall terminate.

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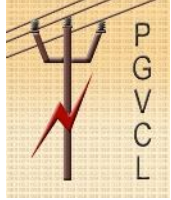




11. PARTY'S DEFAULT:

- (a) If the bidder is not executing the works in accordance with the contract or is neglecting to perform his obligations, there under, as seriously, to affect the program for carrying out of the works, the Engineer-In-Charge may give notice to the bidder requiring him to make good such failure or neglected.
- (b) If the bidder:
 - (i) Has failed to comply within a reasonable time.
 - (ii) Assigns the contract or subcontracts the whole of the works without the Engineer-In-Charge's written consent, or
 - (iii) Becomes bankrupt, insolvent has a receiving order made against him or compounds with his creditors, or carries on business under a receiver, trustee or manager for the benefit of his creditors or goes into liquidation.
- (c) The employer shall, as soon as possible after such termination, certify the Value of the works and all sum then due to bidder as at the date of terminal.
- (d) The Engineer-in-Charge shall not be liable to make any further payment to the bidder until the works have been completed. When the works are so complete, the employer shall be entitled to recover from the bidder the extra cost, if any, of completing the work allowing for any sum due to the bidder. If there is no such extra cost the Engineer-In-Charge shall pay any balance due to the bidder.
- (e) The bidder's liabilities shall immediately cease when the employer expels him from the site without prejudice to any liabilities there under that may have already occurred.
- (f) The bidder is fails to complete the billing cycle, as schedule given by PGVCL, for more than 10 days repeatedly (more than three times in a span of one year) is liable for termination of complete work order by the Engineer-in-charge and the bidder shall be put in to "No deal with PGVCL" for period of minimum 18 months from the date of order of no deal.
- (g) If the bidder is not able to complete the work order / part of the work order due to any reason and the work order is forced to close pre-maturely, the Engineer-in-charge will submit the proposal and recommend to put the bidder in "No deal with PGVCL" for period of minimum 36 months from the date of stop dealing order.
- (h) Bidder has to ensure required PDA/Blue tooth printer for timely billing, and also ensure spare considering damages, repairs so billing can not be affected due to lack of devices.

12. SETTLEMENT OF DISPUTES:

- (a) Any disputes or differences arising out of or in connection with the contract shall, to the extent possible, settled amicably between the parties.

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- (b) If any dispute or difference of any kind whatsoever shall arise between the Employer and the bidder, arising out of the contract for the performance of the works whether during the progress for the work or after its completion or whether before or after the termination, abandonment or breach of the contract, it shall, in the first place, be referred to and settled by the empowered officer to be appointed by the Employer, who within a period of Thirty (30) days after being requested by either party to do so, shall give written notice of his decision to the Employer and the bidder.
- (c) Unless as hereinafter provided, such decision in respect of any matter so referred shall be final and binding upon the parties until the completion of the works and shall forthwith be given effect to by the bidder who shall proceed with the works with all due diligence, whether he or the Engineer-In-charge required arbitration as hereinafter is provided or not.
- (d) If after the empowered officer has given written notice of his decision to the parties, and no claim to arbitration has been communicated to him by either party within thirty (30) days from the receipt of such notice, the said decision shall become final and binding on the parties.
- (e) In the event of the empowered officer failing to notify his decision as aforesaid within thirty (30) days after being requested aforesaid, or in the event of either the owner or the bidder being dissatisfied with any such decision, or within thirty (30) days after the expiry of the first mentioned period of Thirty (30) days, as the case may be, either party may require that the matter in dispute be referred to arbitration as here in after provided.
- (f) All of the above conditions are subject to RAJKOT jurisdiction only.
- (g) Bidder may provide any difficulties immediately in writing as to justify the any abnormality in billing etc. and to have proper resolution of dispute.
- (h) The provisions regarding labour Laws are to be implemented i.e. Industrial Dispute Act, Minimum Wages Acts, Gratuity Act, Contract labour Act etc.

13. INSURANCE :

The bidder shall insure against liability to third parties for any death or personal injury and loss of or damage to any physical property including the property of the Employer other than the works arising out of the performance of the contract and occurring before the issue of the last defect liability certificate. Such insurance shall be affected before the bidder

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begins any work on the site. PGVCL is not at all responsible for any type of claim of the bidder or his employee etc. Copy of policy must be submitted to concern division before starting works. It should be in force up to contract.

14. ARBITRATION_:

All matters, question, dispute s, difference s and / or claims arising out of and / or concerning and / or in connection and / or in consequences or relating to this contract whether or not obligation of either of both parties under this contract be subsisting at the time of such dispute and whether or not this contract has been terminated or purported to be terminated or completed, shall be referred to the mutually agreed arbitrator under Indian Arbitration Act 1996. The award of the arbitrator shall be final and binding on the parties to this contract.

15. AGREEMENT AND BOND:

As per company's rule an agreement on stamp paper of appropriate value is to be done in the prescribed form after the receipt of LOA within 7 days. The conditions, specifications, price-schedule and contract work booklet are to be signed by the bidder. The agreement will be done by Superintending Engineer, City Circle Office, Rajkot behalf of PGVCL. You have to execute bond of value as per norms.

16. SUBMISSION OF BILLS:

You should have to submit the bills regularly in triplicate along with relevant documents wherever applicable, to the Executive Engineer, PGVCL, Division Office-2, concern through respective of sub-division office. If you are late or not submitting the bills within time limit, PGVCL is not responsible for late OR non payment of the bills.

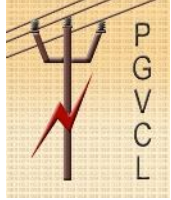



17. TIME LIMIT:

You have to complete the work of meter reading with PDA and Blue tooth printer and spot billing of consumers of various sub-division of Rajkot City circle of PGVCL, Rajkot as per the program given by Dy. Engineer concerned S/Dn. However, detailed time schedule has to be submitted and decided in advance in consultation with concern sub-division office before starting of the work. Every billing cycle should be completed as per Annexure "A" Sr. No.1 with 10 days and bimonthly billing cycle in 20 days without considering the strength of consumers of respective cycle. The penalty clause will be applicable as per the clause No.4, if the schedule is not maintained.

18. JURISDICTION :

All tenders / offers, dispute or difference arising under, but of, or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction of the court, with in whose jurisdiction the acceptance of tender is issued, i.e. Rajkot only.

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19. CONDITION OF CONTRACT :

All conditions of contract enumerated in Tender Form, Booklet of PGVCL for works, technical Specification in Tender Set any further terms and condition mutually agreed upon will form part of this contract.

20. TIME SCHEDULE:

The commencement period is given for 30 days in a phased manner, which start from the date of issue of this order, in which the initial work like recruitment of staff and training, survey of site, arrangement of office, making list of consumer, development and approval of the software, testing of PDA and Blue tooth printer etc. to be done. All the sub-divisions allotted will be covered within period of 90 days from the date of issue of order. If bidder is failed to start the work with in specified commencement period, bidder has to submit written submission with genuine reason for extension not more then 15 days & if bidder can not start the work in extended period, the work order will be terminated immediately and bidder has to pay the penalty and legal action will be taken as per terms of work order. The initial work order will be given for twelve months after commencement period. The order can be extended for further twelve month, on the basis of performance from the field offices or concern Executive Engineer. If the tender is gone in favor of the present working spot billing agency, he has to start all spot billing work immediately.

21. ACCIDENT:

You shall be liable for and shall indemnify PGVCL against all loses, expenses, or claims arising in connection with the death or injury to any person employed by you of owner for this work, unless caused by any acts or default of the employ. You shall be liable for and shall indemnify the contractor against all losses, expenses or claims arising in connection there with PGVCL is not at all responsible for any type of claim etc.

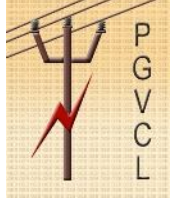




22. LEVY OF GOVERNMENT TAXES :

The taxes applicable to this order viz. Income Tax/GST and other tax if any time to time will be recovered from your all bills at such rates as may be prevailing at the time of passing the bills. All the statutory variations will be abide to tenderer, provided the work carried out within stipulated time. Bidder has to provide their GST and other registration proof as per norms.

23. GENERAL:

The company reserves the right to carry out meter reading in the event of emergency or otherwise. Unless otherwise specified, you shall abide by all the specifications and terms and conditions of the tender documents. None of the conditions stated in your officer or subsequent letter shall be deemed to be accepted, unless specifically stated herein.

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24. The Superintending Engineer, RCC is reserve the rights to reject / accept any tender without giving any reason.





: LIST OF DOCUMENTS MUST BE ATTACHED WITH TECHINCAL BID :

1. Attested copy of "PAN CARD"
2. Attested copy of P.F. & E.S.I. certificate.
3. Attested copy of GST Registration.
4. Experience certificate (as per clause no. A(1)(I)) of schedule "B"
5. The original copy of the tender duly signed, stamped with company's seal must be submitted along with the bid.
6. Tender Fees & E.M.D. original Demand Draft in favour of PGVCL, City Circle, Rajkot
7. Audited Copy of last two years P&L and Balance sheet (as per clause no.A (1)(II) of schedule "B"
8. Samples of print outs form by PDA and Blue tooth printer, if any work
9. Partnership deed / MOA
10. Certificate of the person who will represent on behalf of the tenderer firm.

Note : Technical bid without any document out of above will be rejected as well as disqualify for competition and their's "Price Bid" will not be opened.

Superintending Engineer
PGVCL, CITY CIRCLE, RAJKOT

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ANNEXURE – “ A “






:- Guidelines for the Spot Billing through GPRS System:-

1. Billing Cycle period of monthly and bi monthly specified as under –

“Billing Cycle will be monthly or bi-monthly as directed billing to be completed. Monthly billing to be started on 11th of each month without fail and completed on or before 20th of each month, based on monthly billing cycle completion, by monthly billing programme to be started on or before 21st of each month but to be completed on or before 10th of next month.

Meter Readers to be provided accordingly with specific name and code number for each SDO.”
2. Bills to be served regularly. In monthly +-3 Days and in by monthly billing +-5 Days as per supply code condition. However, penalty will be charged on abnormal delay in case of more than 2 days’ delay.
3. Decide meter-reading program with Spot Billing Agency. The meter readers of Spot Billing Agency is required to be rotated in same Sub Division office each and every month. No any area should be repeated for at least last three billings or actual no of billings in multiple of Meter Readers. It is the Spot Billing Agency’s responsibility to collect the Bill Books on daily basis.
4. Instead of HHE – Personal Digital Assistant/Blue tooth printer is replaced as to billing to be done by GPRS System.
5. Billing to be done compulsory by GPRS only.
6. At the time of collecting data and bill books, details of pre arranged power shutdowns should be inquired and if requires rescheduling of reading for Digital meters may be arranged jointly with Sub Division office. The details of updated meter change entry, list of PDC Consumers (with last reading of meter removal) etc should be collected at the time of collecting data in HHE & bill books daily. If once consumer declared PDC and bill served as PDC on the basis of list provided by sub-division found repeatedly in next billing i.e. master not updated as PDC and bill found printed, it has to be informed to the higher office by Spot Billing Agency.
7. Spot Billing Agency verifies consumer number and staple the bill HHD calculated bill to the regular bill being served to the consumers.
8. If the meter reading is clearly visible and previous meter status is not “F” then meter

Signature of Tenderer	Company’s Round Seal	Date:	Place: 12
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			 serjc.pgvcI@gebmail.com
			 Web Site: www.pgvcI.com
<u>CIN: U40102GJ2003SGC042908</u>			

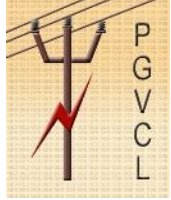



Status “Normal“ should be given and bill should be prepared after entering the current reading from the meter. Also it should be noted that the meter identity should be same as in the preprinted bill. (i.e. Meter has not been changed)

9. If the meter is seen but the reading of the meter is not visible by any means the Meter Status “F” should be given and bill should be prepared on the basis of average. Any type of new “F” status in billing should create after consulting with respective sub division in advance.
10. Incase of the Meter is previously declared Faulty and at the time of billing again the meter found “F” than bill should be prepared based on average.
11. If the meter is in the locked premises then second attempt of meter reading should be carried out after minimum duration of the One Hour and another on next day. If on next day premises found locked then the Meter status “L” is given and there after the bill should be prepared and handed over or / dropped into the consumer premises. Every working day supervisor of the spot billing agency should remain present at sub division from 5 P.M. to 6 P.M. in for solution of consumer grievances.
12. Bills have to be delivered to the consumers/consumer’s representative at the place of Meter and no delivery of bills to other premises should be done.
13. At the end of the day, Spot Billing Agency must bring the data of PDA to the sub-division and sub-division upload the data on PC be transfer and if requires, prepare and print the daily report in absence of second copy of calculated bill issued to consumer by meter reader or view consumer’s bill using software provided by Sport Billing Agency only.
14. Billing Data instead of upload, directly saved on GPRS server online, if transaction made offline same to be updated same day by agency.
15. Sub-division has to prepare/maintained the control register in below mentioned format on daily basis for the respective cycle.

16.

Bill Date	MR No.	Book No	No. of bills received	No. of bills issued to consumers	Bill amount	No. of Bills not prepared
1	2	3	4	5	6	7
No. of G 41 Records			No. of G11 Records		Recorded / signed by Sub Division office&	

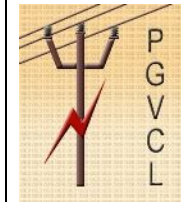
Signature of Tenderer	Company’s Round Seal	Date:	Place:	13
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		Spot Billing Agency
8	9	10

17. For tiny issues, one representative of Spot Billing Agency should be provided at the H.Q. of Sub Division office so that sub division office can communicate with that representative directly. In spite of request/force etc. from the consumer, Spot Billing Agency do not have to provide any support to the consumer. The consumer may be informed to contact concerned sub-division office only. In the same way, sub division offices will not send any consumer to the Spot Billing Agency.
18. Spot Billing Agency has no authority to modify / alteration in the Bill prepared from the Machine. In the same way, the sub-division office should not insist to the Spot Billing Agency to modify/alter the bill. Hence the sub-division office will rectify the bill and pass the necessary adjustments if required and deemed fit.
19. It should be advised to Spot Billing Agencies not to change the Meter Status “D” and “U” and hence billing should be carried out after inputting the same respectively. This Meter Status has to be changed by the S/Division office.
20. If any Consumers’ Premises not found or Meter Not found in the Premises of the Consumer during reading cycle then the same should be reported to the S/Division in the form of “Activity Report” after the completion of the Billing Cycle.
21. In case of open / loose wiring / Short circuited wires near the Meter or in the path of Meter Reading, the same has to be immediately informed to the S/Division Office in writing by Spot Billing Agency.
22. The work of Spot billing is limited to taking Meter Reading, preparing of bills and providing other details as per original order. Also following details are to be provided in form of activity report in excel sheet.
- MMB not found.
 - MMB Seal not found.
 - MMB Seal broken.
 - Meter Terminal cover not found.
 - Meter Terminal Cover seal not found.
 - Meter Glass tempered- broken.
 - Meter Body Seal broken.
 - Meter Burnt.

Signature of Tenderer	Company’s Round Seal	Date:	Place: 14
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PGVCL
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- Meter fixed without MMB
- Electro Mechanical meter found at site.
- Meter Digit not Clear/visible.
- Meters dial not rotating.
- Meter Reading figures upset.
- Meter damaged.
- Meter on height.
- Tariff applied is not proper.
- M.D. Overshoot.
- Direct supply.
- Meter found on site but bill not generated.
- Bill generated but Meter not found on site.
- Joint found in Service line/Service line taping with Meter bypassed.
- Meter Down in box
- Meter Inside
- Round Over
- Old Meter
- Meter Mismatch
- Normal Reading

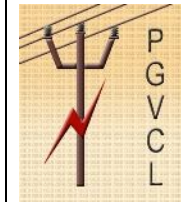
23. Route code, Change in Address Line, Meter Number and other details if required to be corrected. It should be informed to Sub Division office by Spot Billing Agency in writing for master modification after completion of the daily Billing in form of Input File and if deem fit to Sub Division office, they will correct the master.

24. For Change in the Spot Billing Guidelines, RAJKOT City circle office AFFIRMATIVE CONFIRMATION IS REQUIRED.

25. The Bills served at site by Spot Billing Agencies should be cleared within stipulated period specified in the order.

Superintending Engineer
PGVCL, CITY CIRCLE, RAJKOT

Signature of Tenderer	Company's Round Seal	Date:	Place: 15
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ANNEXURE – “ B “

BIO DATA OF STAFF MEMBER FOR METER READING.
(Minimum educational qualification is 12th pass)

**Passport
Size
Photograph**

NAME :

DATE OF BIRTH :

PRESENT ADDRESS :

PERMANENT ADDRESS :

**EDUCATIONAL
QUALIFICATION :**

EXPERIENCE :

AGE LIMIT :

Encl: The certified copy of the educational & experience certificate.

Signature with seal of employer

Signature of Employee.

**Signature with seal of
CIRLCE / DIVISION AUTHORITY**

Signature of Tenderer	Company's Round Seal	Date:	Place:	16
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